

**NESI-PARD Evaluation of the Project “Reconstruction, Livelihood and Gender Equity in Informal Settlements in Southern Lebanon” Sept 2020 – Sept 2021**

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FinalReport

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Leila Zakharia

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## Executive Summary

This evaluation concerns the Nazioarteko Elkartazuna - Solidaridad Internacional and Popular Aid for Relief and Development (PARD) project “Reconstruction, Livelihood and Gender Equity in Informal Settlements in Southern Lebanon” implemented from Sept 2020 – Sept 2021 targeting refugee households headed by women and skilled workers living in the seven Palestinian informal gatherings of Itanieh, Kfarbadda, Maachouk, Qasmiyeh, Shabriha, Sekke and Wasta in southern Lebanon.

The **General Objective** of the project is “To contribute to the improvement of the living conditions of the refugee population in the south of Lebanon, with special emphasis on women”; the **Specific Objective** is “To improve the housing conditions and livelihoods of refugees in 5 informal settlements in the South of Lebanon, with special emphasis on women”. Its **Expected Outcomes** are 1) “50 houses of refugee women heads of households in 5 informal settlements in South Lebanon are rehabilitated”; 2) “Increased livelihoods for Syrian and Palestinian refugees in 5 informal settlements in South Lebanon” and 3) “Promoting the culture of peace, women's rights and intercultural understanding”.

## Objective of the Evaluation

The objective of the evaluation is to promote continuous quality improvement in project design, implementation, measurability and impact of NESI-PARD interventions. Based on OECD-DAC criteria, this includes the relevance of project strategies to contextual factors and their correspondence with population needs; the adaptability of project actions to changing circumstances and to unexpected implementation challenges; the appropriateness of the project’s measurement indicators; the extent to which the project has achieved its objectives; and the impact of the project on beneficiaries. In addition, the evaluation is expected to highlight the sustainability and replicability of project strategies and provide recommendation on its future direction.

## Methodology

Primary data was obtained through field visits for first hand investigation along with the review of related project documents. A desk review of background documents included 1) updated UN, Government of Lebanon (GOL) and key documents on the current Lebanese crisis, the status of refugees in Lebanon, the socioeconomic conditions of PRL, PRS and Syrian refugees; 2) the latest studies on housing and the livelihood situation in the Palestinian informal settlements of Lebanon; and 3) PARD annual reports and strategic plans.

An evaluation matrix was developed based on OECD-DAC criteria, detailing the evaluation questions, fields of investigation and data sources and was the guiding analytical tool for the evaluation process.

Four types of qualitative research methods were used – individual interviews, group interviews, focus groups, and observations - as well as a basic quantitative survey of beneficiaries attending the focus groups and individual interviews. Total participants were 44 (11M/33F) and included; 5 NESI - PARD staff (4M/1F); 2 Popular Committee members (2M); and 37 project beneficiaries (7M/30F).

Beneficiary Respondent Profile: A majority of participants (97%) were Palestinians from Lebanon (PRL), aged 36-55 years of age (49%), who have attended intermediate school (43%) and are married (73%). Among respondents with children (29 of 37), 69% percent have 3 to 6 children. Among ever married female respondents (24), 33% were married before the age of 17 and nearly all had early first pregnancies. One per cent of 30 female beneficiary respondents (aged 46,54 and 58) were working at the time of the evaluation.

Limitations: Risk of bias seemed likely in the satisfaction surveys due to lack of respondent anonymity. Lack of data on some selection criteria did not facilitate full triangulation between sources. Random sampling of beneficiary FGDs and interviewees was partially disrupted due to unexpected changes in the field visit schedule. Due to COVID 19 precaution measures, parts of the recordings of interview and FGDs were sometimes unclear or garbled.

## Planning Logic & Implementation Plan

The General Objective adequately describes a precise long term objective. The Specific Objective describes clearly the direct benefits to the target group. Outcomes 1,2, and 3 enunciate exactly the type of benefits that are expected for beneficiaries (respectively: household rehabilitation, increased income and the promotion of awareness on peace, women's rights and social cohesion). Outcome 3 would have benefited from a causal link with the General or Specific Objectives. Every Objectively Verifiable Indicator describes Objectives and Outcomes in operationally measurable terms, with correction/clarification needed in IOV3R2 on the total expected quantity of liquid soap. Finally, the implementation plan is structurally consistent with the Log Frame and allows for uniform monitoring and reporting of activities and outcomes.

## Evaluation Findings

### Relevance

The project's responsiveness to contextual factors and target group priority needs was satisfactorily analyzed and conceptualized in the project proposal based on reliable and comprehensive data sources comprising 1) the characteristics of Palestinian informal gatherings in Lebanon 2) Analysis of the socio-economic condition and position of refugee women and men 3) Analysis of the socio-cultural context and the relations between the different ethnic/cultural/linguistic groups targeted by the project (PRL, PRS, Syrian refugees as well as vulnerable Lebanese inhabiting the gatherings). This is corroborated in recent reports and studies which demonstrate the exacerbated vulnerability of the informal gatherings due to the latest developments in Lebanon (financial crisis, COVID 19, the Beirut Port explosion).

The problem analysis focuses in-depth on priority needs: 1) to reduce unsanitary living conditions in the informal settlements, 2) to alleviate the burdens of the most vulnerable women who are heads of households and who are least able to ensure the health, security and privacy of the home environment; 3) to address women's lack of engagement in economically productive activities, 4) to reduce unemployment among construction workers living in the targeted communities; and 5) to reduce intercommunal tensions and lack of awareness on gender and refugee rights. The selection criteria conform with the project's problem analysis by focusing on women heads of households, and unemployed construction workers from the targeted gatherings, situations of poverty, family size and health status (chronic illness and disability).

A satisfactory level of consultations was shown to have been carried at the design phase with target groups, local populations and stakeholders, the latter comprising members of the Popular Committees governing the gatherings, and local Women's Committees.

### Coherence

Coherence of the project design with humanitarian policies and with relevant stakeholders were amply detailed and convincingly justified. This includes alignment with the "Lebanon Crisis Response Plan (LCRP) 2017-2020 on vulnerable population groups and alignment with LRCR and ILO hiring requirements as well as ILO conventions on child and forced labor, consistency with local municipality

requirements on the disposal of rubble, and finally congruence with the policies and strategies of partner networks and relevant NGO working groups.

**Effectiveness:**

**The Specific Objective** of the project was almost fully realized through improving the housing conditions and livelihoods of refugee women headed households in seven instead of five informal settlements following requests from Popular Committees and Women's Committees in Itanieh and Wasta. The number of rehabilitated households was therefore increased and with it the number of hired construction workers due to savings on construction costs. There was also higher than anticipated participation in the implemented livelihood training for women.

Outcome 1: The number of rehabilitated households was increased by 26% from 50 to 63. Also reconstruction was implemented in the seven gatherings of Itanieh, Kfarbadda, Maachouk, Qasmiyeh, Shabriha, Sekke and Wasta). Most interviewed women beneficiaries affirmed having selected or approved the repairs in their homes but most viewed this opportunity as a sign of respect and courtesy rather than a milestone of personal empowerment. The majority of repairs were related to plumbing (96.8%). Electrical wiring was the second most common intervention at 81%. All households were female-headed as planned; the average household size was smaller than anticipated due to the high prevalence of extreme vulnerability in small families consisting of elderly persons. Almost three quarters of reconstruction beneficiaries reported the incidence of chronic disease within the family with nearly one third citing two or more types of chronic illnesses and nearly a quarter reporting disability. The majority of beneficiary households were PRL (94%) who are legal residents in Lebanon and are allowed to make interior renovations. PARD resisted attempts at interference from the Popular Committees and ensured that selection criteria were respected. The results of the NESI-PARD satisfaction surveys show that the majority of beneficiaries were highly [very] satisfied with the different types of repair works especially electrical and metal works. Nearly all beneficiaries declared needing additional work specially to treat humidity, flooding and water seepage.

Outcome 2 - Cash for Work: 67 workers were hired instead of 60 likely due to increase in the number of rehabilitated homes. They were refugees and residents of the seven targeted gatherings. The majority were PRL (96%). Syrian workers (3%) were difficult to recruit since most already had commitments in Tyre and the surrounding villages. A majority of hired workers were young adults (aged 18-25 and 26-35) with the youth component (age 18-25) constituting 28% of all workers. Nearly two thirds supported four or more dependents. Skilled workers (numbers not provided) objected to being paid the same wages as unskilled workers but the majority (94%) of all workers had tangibly benefited during the project with 60% declaring that their income levels had improved by 50-75% and 34% citing an improvement of 75-100%.

Outcome 2 - Soap Making Training: The number of participants who attended the training rose from 50 to 70 because of high interest among women in gaining skills and working to increase their incomes. They represented a mixture of nationalities: 44 PRL, 11 PRS, 9 Syrians and 6 Lebanese. The majority had not previously engaged in income generating work. Each produced 80 liters of liquid soap at home from 8 blocks of Arabic soap provided by the project. Marketing the products was less successful than anticipated due to the Covid-19 lockdown and Lebanon's economic crisis. At the planned project sales event of producers collectively sold 280 liquid soap bottles at 3,000 Liras/bottle. Nonetheless, many

trainees affirmed that they had been able to sell their products to friends relatives and neighbors but that they had ceased production due to the escalation of raw material costs.

Outcome 3: Awareness raising and training events were participatory, and the methodologies used focused on transmitting local voices and promoting discussion and dialogue. The number of participants who attended three planned events (International Women's Day, World Refugee Day and EPTS Action Virtual course: "Human Rights, humanitarian crises and refugee population") increased by 16%,. Ninety-nine women attended the first event (69 PRL, 14 Syrians, 8 PRS and 8 Lebanese); A total of 102 women participated in the second event (70 PRL, 16 Syrians, 8 PRS, and 8 Lebanese). Participation in the discussion surpassed expectations encompassing 80% of the audience instead of the anticipated 60%. In addition, a total of 17 people (M20%/F80%) completed the project's Education in Human Rights - EPTS Action Virtual course. They were residents of several countries in Europe and Latin America (the Basque Country and other communities in Spain, Colombia, Peru and Ecuador). All students were positive about the course. A majority reported gaining knowledge and awareness in each of the course's topics and rated most highly the modules on Human Rights and Borders, Human Rights and the Humanitarian Crisis in Lebanon, and the Case Study "Addressing gender-based violence experienced by Palestinian and Syrian refugee women in Lebanon – 2020". Suggestions for improvements included the introduction of more case studies, using more video materials and live streaming virtual debate sessions.

#### **Efficiency:**

All project activities were fully completed within the agreed upon project period including the reconstruction work which was delayed from November 2020 to March 2021 without requiring the extension of the project and without inconveniencing household residents, as reflected in the satisfaction survey. More than half of beneficiaries were 'very satisfied' with the quality of the rehabilitation work and the materials used and praised the level of PARD supervision. The performance of PARD staff was appreciated by the majority of FGD participants and interviewees, for their outreach efforts, their planning and their regular follow-up. There were minimal variances between budget allocations and expenditures since financial monitoring was performed on a monthly basis using balance sheets in US dollars to avoid inflation in Lebanese pound prices. Savings were reportedly possible due to limitations in the type of repairs that could be performed without the permission of landlords and/or municipalities. The reported NESI-PARD planning, monitoring and compliance procedures (technical and financial) seemed adequately developed to ensure transparent and accountable management. Supporting documents to validate compliance were satisfactorily detailed and categorized. Main drawbacks to project effectiveness: A few beneficiaries expressed complaints mostly about the quality of water mixers; one third of interviewed households cited unmet needs which were compatible with the project's repair categories; further analysis of cost effectiveness was difficult due to the brevity of the financial summary and the complexity of the detailed financial report; more selective and less numerous Before and After reconstruction pictures would have been advisable and would have benefited from labeling with titles, dates and/or explanatory captions. Finally, cross-referencing for validation purposes between reconstruction documents was problematic since many BOQs were labeled under the husband's name while beneficiary lists often contained the wives' maiden names.

#### **Impact**

Reconstruction beneficiaries mentioned a range of long term benefits gained from the repair of their homes including depictions of healthier living conditions, upgraded home safety, and newly gained privacy. By becoming producers, soap making trainees formally became participants in their

community's Female Labor Force while many reconstruction beneficiaries reflected a strong resolve and intention to engage in income earning activities. They admitted to changing their attitudes on women's economic participation as a result of the prevailing economic situation. Finally, several interviewed beneficiaries stated that the support of the project has opened up their social horizons and has motivated them to nurture social solidarity networks between women in their communities.

### **Sustainability**

**Social:**The reconstruction of beneficiary homes will endure for several years due to the high quality of work and materials. Soap making training has enabled women to better navigate in a deteriorated economic situation by saving on essential hygiene products and becoming better equipped to earn income in the future. Awareness raising on peace and social integration has improved beneficiary capacity to fight for their rights as refugees and as women.

**Programmatic:**PARD and NESI have built contacts with a pool of skilled workers and have gained the experience and human resources to manage directly construction initiatives that benefit local workers and the local economy.

### **Key Recommendations**

**Project Scope:**a) strengthen the project's holistic approach to encourage multiple benefits for beneficiaries;b) Increase the type of permissible rehabilitation in each household;Explore working on panel cladding for roofs with alternatives to Zinco and Anduline; Upgrade the quality of water mixers; Improve wages and compensate skilled workers for project related expenses; c) Diversify livelihood training and expand curricula to include complementary topics such as hygiene, nutrition, environmental sustainability and marketing; and encourage the establishment of women producers' collectives

**Data Collection and Data Management:**Explore the adoption of electronic tablet-based data collection; Improve cross referencing by collecting standardized beneficiary data inclusive of selection criteria indicators and information on other attended project activities; Use five-point satisfaction scales when surveying beneficiaries; Ensure beneficiary privacy and anonymity in satisfaction surveys.

### **Lessons Learned**

Adaptation to funding delays requires pre-approval preparations to avoid the postponement of implementation. Retaining quality construction work is founded on harmonious team work that is ensured by just worker remuneration. Motivating women to engage in livelihood initiatives needs tailored and simple production processes based on their inclination, lived experiences and existing skills.

# 1 Introduction

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## 1.1 Background

This project is an extension of the partnership between the Popular Aid for Relief and Development (PARD) and Nazioarteko Elkartazuna-Solidaridad Internacional (NESI) who have been collaborating together on education and health in the informal settlements of southern Lebanon for several years, allowing the building of joint NESI-PARD strong links with the local population and its needs and priorities (NESI-PARD project proposal). To date they have jointly implemented three previous projects in the Palestinian gatherings of southern Lebanon:

2017/2018	"Educational and psychosocial support to child refugees in southern Lebanon" (Phase 2)
2018/2019	"Educational and psychosocial support to child refugees in southern Lebanon" (Phase 3)
Jan-Dec 2020	"Medical and psychosocial assistance to the refugee population in southern Lebanon"

PARD is well-known for being the only NGO providing continuous services in the Palestinian gatherings of southern Lebanon, Beirut and Mount Lebanon. It is also the only NGO working with Palestinians that has adopted a public health strategy focusing on 1) environmental health and 2) health education to improve physical, mental and social well-being through the prevention and treatment of diseases. PARD's public health strategy overlaps with its Emergency Relief for People in Distress whereby the public health risks of affected populations are reduced and their safety and dignity are enhanced. Combined, the two strategies encapsulate the main axes of the project's rights based intentions whereby refugees without status are afforded opportunities for healthier living conditions and for improved livelihoods. PARD has conducted many similar projects most recently shelter rehabilitation in the Jal El Bahr gathering in Tyre (2019).

PARD has also been involved in relief operations for refugee families from Syria since July 2012. It implemented many projects for refugees from Syria mainly in Palestinian gatherings (nine in Tyre, seven in Saïda, four in Beirut and one in Wadi Zeineh). It had reached about 11,000 people including both Syrians and Palestinian Refugees from Syria (PRS). The support ranged from food and non-food items (NFIs) to WASH activities, shelter rehabilitation, health education and children education. (PARD Annual Report 2019).

Since gender equality is one of the core PARD principles, the project under evaluation focuses on the empowerment of women who are heads of households and on raising women's awareness on social cohesion and peaceful coexistence given the multiplicity of nationalities and confessions they interact with:

*"PARD believes that women should enjoy equal political, civil and social rights under equal circumstances that would lead to equal opportunities and capabilities. We believe that all society members and women in particular should be empowered to participate in the decision-making and implementation of issues that affect their lives." (PARD Strategic Plan 2019-2021)*

The project was implemented from September 2020 to September 2021 targeting refugees living in the seven Palestinian informal gatherings of Shabriha, Wasta, Itanieh, Kfarbadda, Maachouk, Qasmiyeh, and Sekke in southern Lebanon.

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## 1.2 Objective of the Evaluation

As specified in the evaluation's Terms of Reference, the objective of the evaluation is to promote continuous quality improvement in project design, implementation, measurability and impact of NESI and PARD interventions. Based on OECD-DAC criteria, this includes the relevance of project strategies to contextual factors and their correspondence with population needs; the adaptability of project actions to changing circumstances and to unexpected implementation challenges; the appropriateness of the project's measurement indicators; the extent to which the project has achieved its objectives; and the impact of the project on beneficiaries.

In addition, the evaluation is expected to highlight the sustainability and replicability of project strategies and provide recommendation on its future direction.

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## 1.3 Methodology

### Approach

Primary data was obtained through field visits for first hand investigation along with the review of related project documents and background material. A desk review of background documents included 1) updated UN, Government of Lebanon (GOL) and academic documents on the current Lebanese crisis, the status of refugees in Lebanon, the socioeconomic conditions of PRL, PRS and Syrian refugees; 2) The latest studies on housing and the livelihood situation in the Palestinian informal settlements of Lebanon; and 3) PARD annual reports and strategic plans.

The evaluation questions were developed for NESI-PARD approval during the preparation phase in a matrix table detailing how the research questions will be addressed (fields of investigation and data sources). The evaluation matrix was the guiding analytical tool for the evaluation process (Annex 7.1).

### Data Collection Methods & Sampling

In addition to a literature review, four types of qualitative research methods were conducted – 2 group interviews, 6 individual interviews, 5 focus groups, and 4 observations - as well as a basic quantitative survey of 37 beneficiaries attending FGDs and interviews. Total participants were 44 (11M/33F) and included; 5 NESI - PARD staff (4M/1F); 2 Popular Committee Members (2M); 37 project beneficiaries (7M/30F).

#### a. Group Interviews (GI)

- One group interview with NESI PARD Management Unit (1M/1F):
- One group interview with the PARD Project Team (3M/1F): The President of PARD, the Executive Director, the Reconstruction Project Coordinator, and the Reconstruction Field coordinator

#### a. Individual Interviews

- Four individual interviews with reconstruction beneficiaries (0M/4F) from Itanieh, Kfarbadda, Qasmiyeh and Sekke;
- Two individual interviews with Popular Committee members (2M/0F) representing Sekke and Itanieh/Wasta.

**b. Focus Group Discussions with Beneficiaries of the Reconstruction and Cash for Work Project Components**

- 3 Focus Groups held in Jim Jim, Shabriha and Maachouk centers with 26 women from Itanieh, Kfarbadda, Maachouk, Qasmiyeh, Shabriha and Wasta gatherings;
- 2 FGDs held in Jim Jim center with 7 men from Maachouk and Shabriha benefiting from the cash for work project component.

**c. Observations**

- Four observations of reconstructed households in the Itanieh, Kfarbadda, Qasmiyeh and Sekkegatherings.

**d. Survey of Basic Information on 30 (0M/30F) beneficiaries of household reconstruction and 7 (7M/0F) cash for work beneficiaries**

Participants were assured of confidentiality and gave Informed consent and permission to record the sessions.

The household observations were accompanied by interviews with the resident female heads of households and were randomly selected along with the Maachouk Focus Group with women. Random selection was partial in the remaining focus groups due to a number of emerging limitations as will be explained below.

**Profile of Beneficiary Respondents**

As shown in Table 1, the total number of beneficiaries in the FGDs and individual interviews consisted of 30 women and 7 men representing the project's 7 target gatherings.

Among women respondents, 25 benefited from reconstruction and 16 from Soap Making Training. Of these, 14 benefited only from reconstruction and 5 participated only in the soap making training. Respondents could not recall attendance of the project's peace & reconciliation events although most confirmed attending at least one type of PARD workshops/lectures in the recent past.

Among men respondents, all were skilled workers consisting of 3 plumbers, 2 metal workers, 1 electrician and 1 carpenter.

**Table 1. Participants in FGDs and Beneficiary Interviews**

FGD	Total Beneficiary Respondents			Beneficiary Respondents by Project Activity		
	Men	Women	Total	Reconstruction	Soap Making	Cash for Work
Shabriha		9	9	9	3	
Jim Jim (Women)		9	9	9	5	
Jim Jim (Men)	7		7			7
Maachouk		8	8	3	8	
Observation Visit		4	4	4	0	
<b>Total</b>		<b>30</b>	<b>37</b>	<b>25</b>	<b>16</b>	<b>7</b>

Nationality: Nearly all participants (97%) were Palestinians from Lebanon (PRL) and one was Lebanese married to a Palestinian.

Age: The majority (49%) were 36-55 years old, followed by 30% aged above 55 and 5% in each for the 18-25 and 26 -35 age groups. The male group was younger than the female group with only one out of seven (14%) being older than 55. (Table 2)

**Table 2. Age of Beneficiary Sample Group**

Age	Male	Female	Total	%
18-25	0	2	2	5
26-35	2	0	2	5
36 - 55	4	14	18	49
56+	1	10	11	30
No Answer	0	4	4	11
<b>Total</b>	<b>7</b>	<b>30</b>	<b>37</b>	<b>100</b>

Educational Level: The majority of participants (43%) have attended intermediate school, followed by 27% with primary education, and 13% who have pursued higher education (Secondary, Vocational, University). Eleven per cent have not attended or completed any type of schooling (not literate or reads & writes). (Table 3)

**Table 3. Educational Level of Beneficiary Sample Group**

Educational Level	Male	Female	Total	%
Not literate	0	1	1	3
Read & Write	0	3	3	8
Primary	1	9	10	27
Intermediate	5	11	16	43
Secondary / Vocational	1	2	3	8
University	0	1	1	3
No Answer	0	3	3	8
<b>Total</b>	<b>7</b>	<b>30</b>	<b>37</b>	<b>100</b>

Marital Status: The majority of respondents were married (73%) including all men. Seventeen per cent were single or engaged and 11% were either widowed or divorced. It is to be noted that among ever married female respondents (24), 33% were married before the age of 17 and nearly all had early first pregnancies. They are now middle aged and older than 45 years of age.

Number of Children: Among respondents with children (29 of 37), 69% percent have 3 to 6 children followed by 19% with 7 children or more. Those who have fewer children (1 to 2) are in the minority at 10% (Table 4). The mean rate is five children per respondent (5.6 per female respondent and 3.1 per male respondent).

**Table 4. Number of children by beneficiary**

Number of children	Male Respondents	Female Respondents	Total Respondents	%
1 to 2	2	1	3	10
3 to 4	5	4	9	31
5 to 6	0	11	11	38
7 and above	0	6	6	21
<b>Total respondents with children</b>	<b>7</b>	<b>22</b>	<b>29</b>	<b>100</b>

Women’s Work Status: Only 3 of 30 female respondents (aged 46,54 and 58) are currently working (1 animator, 2 domestic workers). However more than half have opted to become productive soap makers, have attended training and have formally become participants in the female Palestinian Labor Force.

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#### 1.4 Limitations

Satisfaction questionnaires were filled by PARD social workers and signed by beneficiaries which deprives respondents of anonymity and may have heightened the level of bias. Interviewees stated they had spoken frankly and had not been influenced by PARD presence. Nevertheless, some of the answers to the open-ended questions in the satisfaction surveys and the responses of FGD and interview participants suggested nuances in satisfaction levels.

The lack of data on some of the beneficiary selection criteria did not allow for full triangulation between sources such as the marital status of reconstruction beneficiaries, employment status of spouses and income range of selected households.

Random sampling of women beneficiaries was affected by the discovery during the first FGD that reconstruction beneficiaries were in the minority. The evaluator had mistakenly assumed from the proposal that the target group for the reconstruction component and the soap making training were the same. PARD was requested to increase the number of reconstruction beneficiaries without full random sampling for the following women FGDs. The random sampling of Cash for Work beneficiaries was affected by an unexpected change in the evaluator’s field schedule due to a sudden security breakdown in Beirut. This led to the delay of the Cash for Work FGDs which could only gather available rather than randomly selected participants.

The change in the evaluator’s field schedule led to the cancellation of the planned FGD with women attending the International Women’s Day and World refugee Day events. This was partially compensated for through the available film material.

Due to COVID 19 precaution measures, parts of the recordings of interviews and FGDs were unclear or garbled due to external noises and the wearing of masks. It was often difficult to recognize the name of respondents and provide their profile with the citations used.

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#### 1.5 Evaluator Profile

Leila Zakharia has over twenty years’ social development experience in the Arab region with extensive knowledge of civil society organizations and networks working on gender, youth and refugee issues

- Extensive experience carrying out multiple assessments, evaluations and studies including refugee and child protection projects assessed on behalf of Christian Aid, CAFOD, DanChurch Aid, Jesuit Refugee Services, Oxfam NOVIB and UNRWA, among others.
- 10 years' experience working on Syria related UN, INGO and CBO interventions at the regional and national levels targeting Syrian refugees and Palestinian refugees from Syria
- 10 years' experience as a social development expert with Oxfam Novib and Welfare Association overseeing, monitoring and evaluating projects in Lebanon, Egypt and Morocco, including engagement with relevant government and UN agencies as well as national and regional civil society networks,
- Actively involved in developing coordinated NGO advocacy strategies to ameliorate the legal status of Palestinian children and oversaw the development of a joint NGO emergency and recovery response plan for Nahr El Bared camp in 2006 encompassing a range of projects that address the psychosocial needs of Palestinian children and women
- 12 years' experience as NGO director in Lebanon working on Palestinian women's economic and social empowerment and on Early Childhood Education,
- Research and advocacy experience on women's rights, child rights and the rights of refugees.

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## 2 Description of the Project

### 2.1 Objectives and Outcomes

The project consists of a long-term Overall Goal, and appropriately focused on one Specific Aim/target with three clearly delineated expected Outcomes/Results.

**General Objective:** To contribute to the improvement of the living conditions of the refugee population in the south of Lebanon, with special emphasis on women.

**Specific Objective:** To improve the housing conditions and livelihoods of refugees in 5 informal settlements in South Lebanon, with special emphasis on women.

**Outcome 1:** 50 houses of refugee women heads of households in 5 informal settlements [Itanieh, Kfarbadda, Maachouk, Qasmiyeh, and Shabriha] in South Lebanon are rehabilitated

**Outcome 2:** Increased livelihoods for Syrian and Palestinian refugees in 5 informal settlements in South Lebanon.

**Outcome 3:** Promoting the culture of peace, women's rights and intercultural understanding

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### 2.2 Planning Logic and Implementation Plan

The intervention logic for the project is structured around the above mentioned General Objective, Specific Objective, and three Outcomes. At the Specific Objective and Outcome levels, the Expected Indicators are clearly specified.

The General Objective adequately describes a precise long term objective as cited above.

The Specific Objective describes clearly the direct benefits to the target group which is to improve their housing conditions and livelihoods. Outcomes 1,2, and 3 enunciate exactly the type of benefits that are expected (respectively: household rehabilitation, increased income and the promotion of awareness on

peace, women's rights and social cohesion). However, the third expected benefit/outcome needs a causal link to be added to the General Objective and/or the Specific Objective to establish the logic of its inclusion. For example, adding social cohesion and/or peaceful coexistence and/or gender rights to the Specific Objective as follows: "To improve the housing conditions and livelihoods of refugees in 5 informal settlements in South Lebanon, with special emphasis on women and on social cohesion."

Nearly all Objectively Verifiable Indicators describe Objectives and Outcomes in the operationally measurable terms of Quantity, Quality, Time, Target group, and Place and are usable by project managers in the monitoring process. It should be noted that the indicator **IOV3R2**: 'At the end of the project, 50 women produce and sell at least 80 liters of soap' should clarify whether the cited quantity is an aggregate total for all women or a total for each woman.

The implementation plan is structurally consistent with the Log Frame and allows for uniform monitoring and reporting of activities and outcomes.

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## 3 Evaluation Findings

### 3.1 Relevance

The project's responsiveness to contextual factors and target group priority needs was satisfactorily analyzed and conceptualized in the project proposal based on reliable and comprehensive data sources comprising 1) the characteristics of Palestinian informal gatherings in Lebanon 2) Analysis of the condition and position of women and men and their practical needs and strategic interests (exclusion of Palestinian women) 3) Analysis of the socio-cultural context and the relations between the different ethnic/cultural/linguistic groups targeted by the project (PRL, PRS, Syrian refugees as well as vulnerable Lebanese inhabiting the gatherings). The justification of the project was similarly evidence based focusing on the socio-economic situation in the informal Palestinian refugee gatherings in Lebanon.

Beneficiary selection criteria were appropriately reflective of the most vulnerable target groups identified in the problem analysis.

#### 3.1.1 Contextual Challenges

The NESI-PARD proposal details the contextual factors affecting Palestinians in Lebanon (denial of the exercise of inalienable national rights as Palestinians; lack of civil, socio-economic and refugee rights as exiled temporary residents of Lebanon; and plummeting UNRWA resources). Likewise, for Syrian refugees in Lebanon who continue to be affected by the fall-out of the protracted Syrian crisis (continued exile, lack of residence permits, diminishing humanitarian aid, etc.).

The project proposal accurately highlights that the location of the project in the Palestinian informal gatherings in the Southern District of Lebanon has special significance in terms of vulnerability and marginalization since they are not recognized as official Palestinian refugee camps or as Lebanese neighborhoods by the Lebanese government and therefore do not benefit from UNRWA or Lebanese municipal services. In addition, Palestinian refugee residents are deprived from the right to work in most professions.

Gatherings have also hosted relatively large fluctuating numbers of refugees from Syria since 2011. Those who began arriving after 2015 were denied official registration as refugees and are highly vulnerable. According to Human Rights Watch "only 20% of Syrian refugees currently have legal residency, making most of them vulnerable to harassment, arrest, detention, and

deportation”<sup>1</sup>. Intercommunal tensions between local populations and refugees are also common across Lebanon including the informal gatherings. Syrian refugees in particular are resented for overburdening local infrastructures, inflating rental fees and accepting low daily wages that compete with the local wage labor.

The characteristics of the five initially targeted settlements in the proposal included demography, livelihood, and government structures and were based on the Rapid Needs Assessment (RNA) of informal gatherings conducted across Lebanon by UNDP and UN-Habitat in 2013. A more recent UNDP study was published in 2018 “Assessing Vulnerabilities in Palestinian Gatherings in Lebanon: Results of the 2017 Household Survey” which provides additional contextual information inclusive of PRL, PRS, Syrians and Lebanese<sup>2</sup> confirming the data provided in the NESI-PARD proposal and the relevance of project focus on reconstruction, livelihood and gender equity project:

- “20% of residents in the gatherings suffer from extended physical or psychological health problems.”
- “57% of households in the gatherings reported having at least one family member who needed health treatment with 11% unable to obtain [access/afford] treatment.”
- “35% of households in the gatherings are severely affected by dampness” with nefarious health implications
- “89% of households have roofs made of raw [un-plastered, unpainted] concrete” ... and 11% have tin or metal roofs which are used more widely in Sekke (72%), Jal el Bahr (66%) and Qasmiyeh (42%)
- 60% of household walls in the gatherings are made of raw un-plastered and unpainted concrete

Testimonies of FGD participants confirmed that housing conditions in the gatherings where they lived were substandard with some describing them as ‘dire’ and ‘calamitous’ because of: 1) of lack of land tenure and restrictions on construction especially cement roofing; 2) haphazard overcrowded construction leading to widespread indoor water seepage and the proliferation of mold. One respondent from Wasta stated “our clothes are always covered with green mold and we all suffer from allergies”; 3) Lack of UNRWA services; 4). Absence of public water supply and in some gatherings damaged water purification systems; 5) Open outdoor sewage systems; and 6) Poverty

Cash for Work interviewees confirmed that many households in the gatherings were in bad condition due to haphazard construction, with houses lacking foundations, and without exterior or interior insulation. As with other interlocutors they reiterated that this was also due to the absence of UNRWA services and official/landlord restrictions on construction.

Since the project was designed, Lebanon has been beset by three - to date intractable - crises: 1) A financial crisis which started in 2019 and was described by the World Bank as “likely to rank in the top 10, possibly top three, most severe crises episodes globally since the mid-nineteenth century... with

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<sup>1</sup> Human Rights Watch (January 2022). World Report 2022 Lebanon <https://www.hrw.org/world-report/2022/country-chapters/lebanon>

<sup>2</sup> UNDP (September 2018). Assessing Vulnerabilities in Palestinian Gatherings in Lebanon: Results of the 2017 Household Survey [https://reliefweb.int/sites/reliefweb.int/files/resources/UNDP\\_VulnerabilitiesReport\\_Online\\_Final\\_0.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/UNDP_VulnerabilitiesReport_Online_Final_0.pdf)

*deliberately inadequate policy responses [by Lebanese authorities]*<sup>3</sup>; 2) the onset of the COVID 19 pandemic in March 2020; and 3) the Beirut Port explosion in August 2020.

Marginalized communities have been severely impacted by the multitude of resultant repercussions. As summarized by the Human Rights Watch World Report 2022:

- The Lebanese pound has lost 90 percent of its value since October 2019, eroding people's ability to access basic goods, including food, water, health care, and education.
- More than 80 percent of the country's residents do not have access to basic rights, including health, education, and an adequate standard of living, such as adequate housing and electricity
- Fuel shortages have caused widespread electricity blackouts, lasting up to 23 hours per day disrupting economic activity, and forcing residents to rely on overpriced private generators.

In addition, the Central Administration of Statistics (CAS) in Lebanon announced in October 2021 that Lebanon's consumer price inflation rate had risen to 173.6%, the highest on record<sup>4</sup> and described by Bloomberg News as record hyperinflation reportedly surpassing those of Zimbabwe and Venezuela<sup>5</sup>.

*"We now have abnormal poverty in the Wasta Gathering, reaching up to 85% and 90% of people. Only a minority have relatives abroad who are sending remittances.*

*The worker gets paid a daily wage of 25 to 30 thousand Liras (USD1.5), if work can be found. What can you buy with that amount? A bundle of bread costs 6 to 8 thousand Liras a day. You need to work for eight or nine days in order to catch a glimpse of a piece of meat. Not to buy it, just to glimpse it.*

*One is unable to attend a wedding or travel to the city. Just one family trip and daily earnings dissipate. You haven't bought anything yet.*

*So, what happens if you have school students in the household- and this is the uppermost priority for most families - one student travelling from Wasta to the Jim Jim school needs to spend 15 thousand Liras per day. Those who have four children what are they supposed to do? We have to educate, we have to pay the water bill and the electricity bill. We have to feed the children. What if someone falls ill in the household?*

*This is the most difficult period that the Palestinian people in Lebanon have ever endured. They are colliding against multiple obstacles. The situation is very, very bad."*

*Wasta-Itanieh Popular Committee Representative*

<sup>3</sup> World Bank Group MENA Region (Spring 2021). Lebanon Economic Monitor: Lebanon Sinking (To the Top 3), p.11 <https://documents1.worldbank.org/curated/en/394741622469174252/pdf/Lebanon-Economic-Monitor-Lebanon-Sinking-to-the-Top-3.pdf>

<sup>4</sup> <https://tradingeconomics.com/lebanon/inflation-cpi>

<sup>5</sup> Bloomberg September 21, 2021. Lebanon's Inflation Rises to Highest Globally as Crisis

Deepens <https://www.bloomberg.com/news/articles/2021-09-21/lebanon-s-inflation-rises-to-highest-globally-as-crisis-deepens>

### 3.1.2 Priority Needs and Target Group Selection Criteria

The project concept is appropriately formulated on evidence based needs specifying target group priorities (substandard housing, poverty and unemployment), especially for women, who are marginalized at multiple levels, burdened by patriarchal norms and Personal Status Codes that place them at the bottom of the social hierarchy and exclude them from active decision-making in community initiatives. Women are less likely to find employment and to receive wages equal to their male counterparts. They are also more likely to be forced into early marriage and to be exposed to sexual violence.

In addition, patriarchal norms coupled with social and economic exclusion increase the spread of conservative attitudes and religious traditions with rare opportunities for women and young people to learn and experience concepts such as gender equality and reproductive health.

Given the substandard housing conditions along with the above mentioned factors, the project focuses on the need 1) to reduce unsanitary living conditions in the informal settlements, 2) to alleviate the burdens of the most vulnerable women who are heads of households and who are least able to ensure the health, security and privacy of the home environment; 3) to address women's lack of engagement in economically productive activities, 4) to reduce unemployment among construction workers living in the targeted communities; and 5) to reduce intercommunal tensions and lack of awareness on gender and refugee rights.

As such, the selection criteria listed in the project proposal conform with the project's problem analysis and are specified as follows:

- Reconstruction, Livelihood and Gender Equity Beneficiaries:
  - Women headed households<sup>6</sup>
  - Situations of poverty and extreme poverty
  - Number of family members (5 or more children)
  - Disabilities in the household
  - Chronic diseases in the household
  
- Livelihoods – Cash for Work
  - Young Palestinian and/or Syrian workers residing in the targeted settlements
  - Holding refugee status
  - Experienced in one of the reconstruction vocations (Plumbers, Electricians, Blacksmiths, Tilers, Carpenters and Painters)
  - Unemployed or underemployed
  - Heads of average sized six-member households

### 3.1.3 Stakeholder Participation in Assessment of Needs

Based on project documents and interviews, consultations were carried at the design phase with target groups and stakeholders comprising members of the Popular Committees governing the gatherings, Women's Committees acting as intermediaries between PARD-NESI and the local population. Participation in project design was confirmed in this evaluation's interviews with Popular Committee representatives.

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<sup>6</sup>According to the ILO Thesaurus 2005 the definition of a female headed household is a "Household where either no adult males are present, owing to divorce, separation, migration, non-marriage or widowhood, or where men, although present, do not contribute to the household income." <https://archive.unescwa.org/female-headed-households>

*“First they consulted with us on the project and stated that they wanted to rehabilitate households and make them liveable. They said we want social hardship cases. They wanted people with genuine needs and where the head of household does not work. Then the Popular Committee conducted a field survey according to PARD specifications. Afterwards PARD visited the houses and chose those with the worst living conditions.” (Sekke Popular Committee representative)*

For reconstruction, the needs were initially identified through echoes from the community on the increasing prevalence of bad housing conditions and the inability of households to pay for the simplest household improvements due to widespread unemployment and rising living costs. (PARD Project Team)

For women’s livelihood, participatory workshops with women on potential training courses were held and they selected liquid soap production for use both at home and for selling in the market. The raw material (Arabic soap) was ecologically friendly and the product was always needed in every home for basic personal hygiene and cleanliness.

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### 3.2 Coherence

#### Coherence with humanitarian policies:

The NESI-PARD project proposal shows that the project design is aligned with the "Lebanon Crisis Response Plan (LCRP) 2017-2020 (Updated 2019)" (Annex V.1).to address the immediate needs of the most vulnerable population groups including displaced Syrians, vulnerable Lebanese, Palestinian refugees from Syria and Palestinian refugees from Lebanon (Strategic Objective 2) by enabling them to have equitable access to basic services. This is consistent with the project’s reconstruction component focusing on improved access to healthy, safe and private living conditions for refugees residing in marginalized informal gatherings.

The project is also aligned with the LCRP and International Labor Organization(ILO) requirements regarding pay, working hours and collective insurance as well aswith ILO conventions on minimum age for employment, child labor and forced labor. All requirements were adhered to in the work conditions developed for the project’s reconstruction workers.

Locally, the project is consistent with local municipality requirements on the safe removal of environmental waste and construction rubble. PARD pays the municipalities for every load taken to the public dumping grounds through agreements signed in 2019 which have the potential of opening new areas of cooperation with the gatherings.

#### Coherence with Relevant Stakeholders:

PARD is member of the NGO Platform in Saida which gathers 70 national and local civil society organizations. The Platform’s principles and strategies are consistent with the project’s long-term goal and with the human rights standards guiding NESI PARD particularly in relation tothe Platform’s objectives of ‘Building peace and managing conflict through a rights-based approach to social, economic and political development’ and to ‘Enabling coordinated and efficient emergency responses to minimize loss of life and/or injury’. PARD’s partnership with this broad alliance is a valuable asset for access to multiple human resources and advice on many aspects of the projects’ logistical preparations and its practical implementation requirements.

Internationally NESI is part of coordination networks based in the Basque country, Spain and Europe to transfer and exchange knowledge as well as to debate advocacy strategies on the Palestinian question and on disseminating the voices of the Palestinian Diaspora in Europe.

The project concept was also designed to be compatible with NESI-PARD donor priorities with respect to Gender Equality. This was also consistent with NESI work in Lebanon focusing on empowering women to participate in decision-making mechanisms and to become economically productive.

Locally, the project is coordinated with an NGO Working Group who conduct relief initiatives in the gatherings.

### 3.3 Effectiveness

#### 3.3.1 Planned and Actual Beneficiaries

NESI-PARD amended the scope of the project during the preparatory and the implementation phases following requests from the gatherings and savings on construction costs, and due to higher than anticipated participation in some activities. (Table 5).

Outcome 1: The number of rehabilitated households increased by 26% from 50 (planned) to 63 (actual) due to savings on reconstruction costs. Also the project was implemented in seven gatherings (Itanieh, Kfarbadda, Maachouk, Qasmiyeh, Shabriha, Sekke and Wasta) instead of five due to requests from the Popular Committees and the Women’s Committees of the unplanned gatherings of Sekke and Wasta. (PARD-NESI Reports, PARD Project Team)

Outcome 2:

- Cash for Work: 67 workers were hired instead of 60 likely due to increase in the number of targeted gatherings, the actual needs emerging from the technical household survey and the necessity to compensate for the delay in commencing the project’s reconstruction work.
- Soap Making Training: The number of participants who attended the training rose from 50 to 70 because many additional women came forward and expressed their desire to learn the craft in order to increase their incomes.

Outcome 3: The number of participants who attended three awareness raising/educational events (International Women’s Day, World Refugee Day and EPTS Action. Virtual course: "Human Rights, humanitarian crises and refugee population") increased by 16%, given that the the target group size for the planned online NESI course had not been specified at the proposal stage .

**Table 5. Beneficiaries by Project Component**

Expected Outcomes		Planned # of Beneficiaries	Actual # of Beneficiaries
<b>O1 Reconstruction</b>	Household Rehabilitation	50	63
<b>O2 Livelihoods</b>	Cash for Work	50	67
	Soap Making	50	70
<b>O3 Culture of peace, women's rights and intercultural</b>	World Refugee Day	100	99
	International Women’s Day	100	102

<b>cohesion</b>	Human Rights Training	0	26
	<b>Total Direct Beneficiaries</b>	<b>350</b>	<b>427</b>
	<b>Total Gatherings</b>	<b>5</b>	<b>7</b>

### 3.3.2 Outcome 1 Rehabilitation

50 houses of refugee women heads of households in 5 informal settlements [Itanieh, Kfarbadda, Maachouk, Qasmiyeh, and Shabriha] in South Lebanon are rehabilitated

#### Type of Rehabilitation Work

Due to municipality restrictions on construction in the gatherings, the rehabilitation could not include foundations and roofs according to PARD Project Team. The project was therefore designed to respond to the immediate permissible priorities of the household rather than more complex work on structures.

According to the project's initial household assessment and the satisfaction survey most households benefited from a combination of repairs. The majority of repairs were related to plumbing (96.8%). Electrical wiring was the second most common intervention at 81%. Tiling and Carpentry were the least employed type of repair (Table 6). Given the consultations undertaken with beneficiaries this is undoubtedly reflective of actual household priorities.

**Table 6. Type of Reconstruction Work by Gathering**

	Number of Rehabilitated Households	Plumbing (Health)	Electrical work (Safety)	Paint work	Metal work (Safety)	Carpentry / woodwork (Privacy)	Tiling (Health)
Itanieh	8	8	6	5	6	5	2
Kfarbadda	5	5	5	5	5	5	1
Maachouk	11	10	9	7	8	8	0
Qasmiyeh	11	11	8	8	6	4	0
Shabriha	7	7	6	5	3	4	0
Sekke	11	10	10	8	9	6	0
Wasta	10	10	7	8	8	5	1
<b>Total</b>	<b>63</b>	<b>61</b>	<b>51</b>	<b>46</b>	<b>45</b>	<b>37</b>	<b>4</b>
<b>Percentage</b>		<b>96.8</b>	<b>81.0</b>	<b>73.0</b>	<b>71.4</b>	<b>58.7</b>	<b>6.3</b>
<b># of workers</b>		<b>14</b>	<b>16</b>	<b>25</b>	<b>4</b>	<b>3</b>	<b>2</b>

The cited types of rehabilitation in the women FGDs and interviews confirm the preponderance of health related improvements (Plumbing, Tiling), as well as the implementation of several safety and privacy related repairs (Electrical works, Metal work, Carpentry, etc.).

- **Kfarbadda, Itanieh and Wasta:** The main types of repairs mentioned by 10 out of 11 respondents were health related (seepage reduction, plumbing in kitchen and/or bathroom, cracked water tank). The privacy and/or safety concerns of four respondents were met through the repair and/or installation of doors and windows

*“My water heater was out of order. I was heating water on the stove to bathe the grandchild. Also, my water tank was badly cracked, leaking onto the roof and could only*

*be a quarter filled. I had to borrow three barrels and fill them every day with a hose. I couldn't access water from the taps and had to haul water daily into the house.”*  
(Woman Head of Household, Kfarbadda, Age 61)

- **Shabriha & Qasmiyeh:** Nine out of nine respondents mentioned benefiting from health related repairs (seepage reduction, draft prevention, plumbing in kitchen and/or bathroom, installation of water storage tanks, etc.). Four out of nine respondents cited repairs addressing safety concerns (tiling of uneven entrance yard, installation/ repair of metal door, and electrical wiring). The privacy needs of four out of nine respondents were presumably met through the reported repair and/or installation of doors and windows.
- **Maachouk and Sekke:** Five rehabilitation beneficiaries living in four homes stated that they benefited from health related improvements (Installation of bathroom and kitchen utilities, painting of walls, treatment of seepage from floor and in bathroom). Privacy/Safety was said to have been addressed in two homes through the installation /repair of windows and/or doors.

### **Characteristics of Reconstruction Households**

According to project data, beneficiary characteristics complied with a combination of the project's selection criteria (Table 7)

All households were female-headed in accordance with the ILO definition of a “Household where either no adult males are present, owing to divorce, separation, migration, non-marriage or widowhood, or where men, although present, do not contribute to the household income.”<sup>7</sup> with the addition, in this project, of adult males who are technically unemployed or underemployed with extremely low incomes. Nevertheless, it would have been useful to include in the beneficiary data base the marital status of the women selected for reconstruction, their employment status and that of their spouse as well as their monthly income level

Many interviewed households with present adult males reported paltry monthly earnings that were insufficient to cover more than a couple of days' food needs, or the school bus fees for more than one child.

*“My husband's daily wages are 30 thousand liras (USD1.5) <sup>8</sup>. What can you buy with them? One kilogram of tomatoes is 15 or 16 thousand Liras. How can I cook food for my children? What can I do? Previously my husband used to bring a few pieces of citrus from the orchard where he works. Now, there's a new owner who mistreats workers and we don't get them anymore.”*  
(Woman Head of Household, Qasmiyeh, CwD child)

According to project data, the average household size was smaller than anticipated at 3.5 persons/household rather than large households with more than 5 children. The technical assessment revealed the high prevalence of extreme vulnerability in small families consisting of elderly persons and/or unmarried destitute siblings. More than half of households (56%) consisted of 1-3 family members – mainly in the Maachouk and Qasmiyeh gatherings. The remainder were average and above average size households: 35% consisted of 4 to 6 members and 9% were large households of 7 members and above.

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<sup>7</sup> <https://archive.unescwa.org/female-headed-households>

<sup>8</sup> LBP 30,000 was equivalent to USD 1.5 circa September-October 2021 and closer to USD 1 in December 2021

*“Sometimes you enter houses that human beings should not live in regardless of whether or not they meet the selection criteria. In Shabriha for example we had a household consisting of three members. The male head is epileptic engaging in occasional menial work – such as collecting cow manure for compost. The woman is an agricultural worker and sometimes cleans houses. The teenage son appeared to be autistic. The father is therefore almost jobless and the woman is functionally the head of the household.” (PARD engineer)*

Almost three quarters of reconstruction beneficiaries reported the incidence of chronic disease within the family with 37% citing two or more types of chronic illnesses. Nearly a quarter of households reported disability among family members.

Finally, the majority of beneficiary households were PRL (94%) who are legal residents in Lebanon and are allowed to make interior renovations while PRS and Syrian tend to be squatters or tenants needing permission from landlords or municipalities and could not benefit from the reconstruction component of the project.

**Table 7. Characteristics of Beneficiary Households by Gathering**

Gathering	Total beneficiaries	Nationality				Family Size			Total family members	Disabilities	Chronic Diseases
		PRL	PRS	Syrian	Other	1 to 3	4 to 6	7 +			
Qasmiyeh	11	10	0	0	1	8	2	1	33	1	10
Kfarbadda	5	4	0	0	1	3	2	0	16	2	3
Itanieh	8	8	0	0	0	4	4	0	25	3	6
Wasta	10	10	0	0	0	1	7	2	60	2	7
Maachouk	11	11	0	0	0	10	1	0	26	4	8
Shabriha	7	7	0	0	0	6	1	0	21	0	5
Sekke	11	9	0	0	2	4	5	2	44	2	8
<b>Total</b>	<b>63</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>36</b>	<b>22</b>	<b>5</b>	<b>225</b>	<b>15</b>	<b>47</b>
<b>Percentage</b>	<b>100</b>	<b>94</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>57</b>	<b>35</b>	<b>8</b>	<b>-</b>	<b>24</b>	<b>75</b>

The Cash for Work FGDs confirmed that the renovated houses represented the most unfit conditions they have ever encountered and that its occupants were among the most socio-economically deprived, with negligible incomes due to unemployment, disability and chronic illness. All interviewed workers stated that, without exception, the households they repaired complied with a combination of the project’s selection criteria.

*“You enter a house and find that someone is unemployed or someone is disabled or someone is suffering of chronic disease. Every house we entered had some sort of calamity.” (Plumber, Shabriha, age 47)*

*“We who reside in the community were astonished by what we witnessed. You ask yourself is it possible that there are still people living like this? Everything in the house is disintegrating and truly reflecting the direst of conditions.” (Metal worker, Maachouk, Age 46)*

*“The houses we visited were barely fit for habitation. They were pitiful, nearly empty, furnished with two mattresses and maybe an old dilapidated closet which they may well have brought with them from Palestine [73 years ago]. In some houses, you could see metal rods bulging through the ceiling. I would have wished PARD to tackle that kind of problem.” (Metal Worker, Maachouk, age 61)*

Nonetheless, NESI PARD said there were attempts at interference by the Popular Committees in the selection. NESI-PARD explained that sometimes personal interests dominated the Popular Committee’s choices which was a big challenge: “The Project Team made a round of field visits to the houses proposed by Popular and Women’s Committees and discovered that it had to eliminate three quarters of the names. We then used a needs assessment from another project along with the observations of the assessment’s volunteer data collectors.” PARD managed to convince the Popular Committees to respect the project’s criteria and disagreements were ironed out. As mentioned previously, The Popular Committee representative from Sekke confirmed that they conducted an initial field survey according to PARD specifications, and that it was PARD who chose those with the worst living conditions.

#### **Satisfaction Levels of Rehabilitation Beneficiaries**

The results of the NESI-PARD satisfaction surveys show that the majority of beneficiaries were highly [very] satisfied with the different types of repair works conducted in their homes, ranging from 100% very satisfied with the tiling to 67% very satisfied with the paint work (Table 8). FGD participants and interviewed beneficiaries insisted that they stood by the responses they gave for the satisfaction survey even though it was filled out by PARD staff

*“I am very satisfied with the work and they are all very courteous. Frankly they are the best. I have no complaints whatsoever. A keed, [certainly] I will call them if something gets spoiled and some repairs are not working well. Up to now there is nothing.” (Interview Qasmiyeh Rehabilitation beneficiary, CwD daughter)*

The Wasta-Itanieh Popular Committee representative confirmed that project beneficiaries were undoubtedly satisfied: “They don’t feel that they have been short-changed [to accept less than what they wished] because they had been informed of limitations in project resources. This was not an opportunity to get pampered. They had to accept less than what they desired and needed.”

**Table 8. Satisfaction by Type of Repairs**

Type of Household Repairs	Number of Rehabilitated Households	Very Satisfied		Satisfied		Not Satisfied	
		#	%	#	%	#	%
Plumbing	61	46	75	15	25	0	0
Carpentry / woodwork	37	27	73	10	27	0	0
Electrical	51	41	80	10	20	0	0
Metal works	45	36	80	9	20	0	0
Paint work	45	30	67	16	36	0	0
Tiling	4	4	100	0	0	0	0

Type of Household Repairs	Number of Rehabilitated Households	Very Satisfied	Satisfied	Not Satisfied
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At closer inspection, beneficiary satisfaction survey results on reconstruction provide focus on the type of additional beneficiary needs that could be addressed in future projects:

- Half of survey respondents perceived 50-75% improvements in housing conditions, showing less satisfaction than the other half who perceived 75-100% improvements. It would be useful to explore the variation.
- All survey respondents but one needed additional rehabilitation work: 82% on ceiling/roof, 65% for floor work, 71% for the treatment of humidity.
- 12% of survey respondents were also in need of special works for the disabled, 24% for the elderly and 8% to ensure the safety of children.

In addition, in the Women’s FGD in Jim Jim (Kfarbadda, Wasta, Itanieh beneficiaries) three out of ten respondents expected or have encountered limited continuing seepage after repair but acquiesced that the PARD repairs in some cases could only be partial either because of budget limitations and/or because of extensive structural problems in the building. There were also four mentions of post-implementation dissatisfaction with newly installed water mixers.

#### Additional Needs

Flooding and seepage was the most common additional need cited in the FGDs and interviews. The reconstruction workers stressed that although repairs were of high quality, and plumbing needs were widespread, other more outstanding rehabilitation works are desirable in most beneficiary households, particularly roofing and cement work to insulate houses.

*“We surveyed 39 houses in Shabriha for this project. In some houses the humidity was so strong that it was harmful for the inhabitants and had affected their health.” (Electrician, Shabriha, age 38)*

This was corroborated by 12 out of 27 Rehabilitation beneficiaries participating in FGDs and individual interviews.

- Seven out of eleven respondents from **Kfarbadda, Itanieh, Wasta** mentioned additional rehabilitation needs mainly to solve flooding, seepage and humidity through repair or installation of roofing, with two mentions of sewage maintenance.
- One out of three heads of household from **Maachouk** likewise cited the urgent need to treat extensive seepage and humidity
- Similarly, four out of nine **Shabriha and Qasmiyeh** respondents mentioned the urgent need to solve flooding, seepage and humidity problems through repair or replacement of roofing.

*“All winter I have a deluge of water. Look at what I have here, the Europeans installed an Anduline [bitumen] roof for me 13 years ago and told me it would last for only five years. Once it started disintegrating the water began pouring and the mice began entering from every side. Every winter I have to stack up the furniture and cover it with plastic. When I am asleep during the rain and stretch my hand, I feel that the mattress has become wet.” (Woman Head of Observed Household, Itanieh)*

### 3.3.3 Outcome 2: Livelihoods – Cash for Work

*Increased livelihoods for Syrian and Palestinian refugees in 5 informal settlements in South Lebanon.*

To ensure that employment was given to workers from the community the project team decided to directly implement the reconstruction instead of outsourcing to private enterprises. This was unlike other PARD reconstruction initiatives. It was not a rehabilitation in emergency situation such as the one implemented in 2006 after the destruction of the Nahr El Bared official camp in northern Lebanon. The aim was to focus on the gatherings instead of the official camps and to provide work opportunities for local young men. (PARD Project Team)

#### **Characteristics of Selected Workers**

As shown in Annex 7.2, the project's rehabilitation workers were refugees and were residents of the seven targeted gatherings, as planned: 96% were PRL while the remainder were Syrian refugees (3%) and PRS (1%). The majority were reportedly experiencing difficult living conditions due to the economic crisis and were also willing to become involved in non-profit development projects.

According to the Popular Committee representative from Wasta-Itanieh, the project's Cash for Work component was considered more beneficial for the community than household rehabilitation: *"It was very good that they [PARD-NESI] chose local workers. They put a lot of people to work in our area and the workers benefited well"*. Cash for Work FGD respondents affirmed that they had been jobless when PARD offered to hire them and several added they were also motivated by the desire to contribute to the community.

As intended the workers were young. It is noteworthy that PARD-NESI have succeeded through this project in recruiting a majority of young adult workers (aged 18-25 and 26-35) with the youth component (age 18-25) ranking first at 28% among all Cash for Work age groups. Given that PRL youth have the highest unemployment rates (35.4%) among all PRL age groups<sup>9</sup>.

More than half of workers were married. Nearly two thirds supported four or more dependents (61% belong to households with 4 to 6 members and 3% to households with seven members or more).

Single workers were more likely to be supporting smaller households while married workers were more likely to be supporting families with four or more members.

As for the nationality of workers, PARD Project Team explained that Syrian workers were very difficult to find. Public recruitment calls were made and everyone regardless of nationality had the opportunity to present themselves. Because Syrian workers ask for lower wages, most already had commitments in Tyre and the surrounding villages.

#### **Satisfaction Levels of Selected Workers**

In the satisfaction survey conducted with workers, 60% declared that their income levels had improved by 50-75% while they were working on the project and 34% said that the improvement was 75-100% (Table 9). Although the skilled workers objected to being paid the same income as unskilled workers, the majority of all workers (94%) had tangibly benefited during the project period especially since they were

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<sup>9</sup> Chaaban, J., Salti, N., Ghattas, H., Irani, A., Ismail, T., Batlouni, L. (2016), "Survey on the Socioeconomic Status of Palestine Refugees in Lebanon 2015", Report published by the American University of Beirut (AUB) and the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)

paid in US dollars. The proportion of skilled to unskilled workers was not provided and the size of the problem could not be precisely gauged.

**Table 9. Improvements in Workers' Incomes**

Increase in Earnings	# of Workers	%
Less than 50%	4	6
50-75%	40	60
75-100%	23	34
<b>Total</b>	<b>67</b>	<b>100</b>

The Popular Committee representative from Sekke, considered that the survey results were accurate: "We interact with the workers and we have not heard any complaints. They feel that PARD identifies with them and is hiring local labor while payment in dollars was viewed as a very positive factor."

As mentioned earlier all Cash for Work FGDs declared that the project came at a time when most of them were out of work despite reservations on proposed wages. The nature of the project was appreciated by most FGD participants and viewed by some as an incentive to be involved in the project

*"The idea was to go along with the scheme and contribute to the community. Many houses were in need of repairs, doors and windows and people couldn't afford to do it." (Plumber, Maachouk, age 47)*

However, in the FGDs wages were unanimously viewed as more fitting for unskilled workers. One respondent declared that it was not worthwhile to work again on a similar project as wages did not take into consideration that skilled workers had to repair and replace damaged tools/equipment at their own expense and in some instances had to cover transportation costs between gatherings or supply their own generators during power cuts.

*"We travelled from [our home base] Maachouk to Itanieh for the project and we had to cover fuel costs and project related telephone costs and transported unskilled laborers in our cars. This was not accounted for in the wages." (Metal worker, Maachouk, age 61)*

This complaint was not evident in the satisfaction survey since 100% of workers had indicated they were 'convinced with the conditions set out by PARD before starting work'. However, in Question 7 of the Satisfaction Survey workers were invited to provide additional comments. One of the answers listed in the PARD analysis document stated: "We hope that you will increase the wages of skilled workers". The number of respondents giving this answer was not recorded. To better monitor and gauge the extent of this complaint (and other answers to open-ended questions), NESI-PARD need to quantify open-ended questions. PARD Project Team alerted the evaluator prior to field visits that they had encountered unforeseen problems on wages for skilled and unskilled workers. They added that they faced various challenges due to this issue throughout implementation.

### 3.3.4 Outcome 2 Livelihoods – Soap Making Training

According to the Final Report, the women who benefited from The "Soap Making Training" were very enthusiastic about the idea of continuing to make liquid soap to sell on the market in the future. PARD supported the producers with a marketing event in the Maachouk center to publicize their endeavors

and products at the community level. Overall the project provided new skills for 70 women. who each produced 80 liters of liquid soap from 8 blocks of Arabic soap that PARD had provided. The majority had not previously engaged in income generating work. However, the intervention was less successful in marketing the products at the PARD sales event where an unspecified number of producers collectively sold 280 liquid soap bottles at 3,000 Liras/bottle. Producers have likely sold more of the product to neighbors, family and friends according to several interviewed producers. Nevertheless, skills were successfully transmitted based on the testimony of beneficiaries and can be considered a long-term investment that can be exploited when conditions improve.

In the Maachouk FGD where nearly all participants had attended the training respondents affirmed that they had used the soap at home for laundry and bathing (two different mixtures) and some had sold liquid soap bottles to their neighbors until inflation affected the price of raw materials and forced them to discontinue production.

*“You give the soap makers the hook to work together and make income. The cost of raw material has risen since the project was designed. It was unexpected and not seen as a risk. The exhibition was a means of encouragement and many are working on selling to their neighbours. We offer them the center anytime they want.” (PARD Project Team)*

The trainees attended 3 training sessions of 4 hours each, for a total of 12 hours of instruction. According to the narrative of the final report, the courses were held at the Maachouk and the Shabriha community centers for participants residing in Maachouk, and Qasmiyeh. Wasta, Kfarbadda, and Shabriha clarifications are required because this information does not match with the Annex 7 of the PARD-NESI report (Table 10) which lists the locations of Jal El Bahr, Qasmiyeh, Shabriha, Maachouk, Kfarbadda and Jim Jim. More attention is needed to ensure that the descriptions given in the report are aligned with the annexes. Also many interviewees benefiting from rehabilitation had never heard of the soap training course including the four residents of observed households (Sekke, Kfarbadda, Itanieh, Qasmiyeh) and 6 participants in the Shabriha Women FGD. It would have been useful to include in the report an explanation on how and to what extent the Soap Making training component was linked to the Rehabilitation component.

**Table 10. Training on Liquid Soap Making Annex 7 of PARD-NESI Final Report**

Location	No. of Women Participants	Nationalities			
		PRL	PRS	S	L
Jal Al Bahr	15	10	1	3	1
Qasmiyeh	17	9	3	1	4
Shabriha	13	8	4	1	0
Maachouk	10	9	0	0	1
Kfarbadda and Jim Jim	15	8	3	4	0
<b>Total</b>	<b>70</b>	<b>44</b>	<b>11</b>	<b>9</b>	<b>6</b>

There was a more varied mixture of nationalities than in other project components. Out of the participants, 44 were PRL, 11 were PRS, 9 were Syrian and 6 were Lebanese. This mixture of nationalities enhanced the peaceful social interaction.

At the outset of the training session participants were informed that the objective was to respond to the difficult economic situation by providing participants with skills that enable them to work from home,

sell liquid soap products for bathing and for laundry and to earn an income. It was explained that the process did not need a lot of material and aside from purchasing the locally produced Arabic soap squares and essence, they would only need ordinary kitchen implements that are already available in their homes (plastic bowls, cooking pot, grater or knife, whisk or spoon, and a funnel).

In the video of the training sessions it was observed that the training sites (assumed to be PARD's Shabriha and Maachouk centers) were well aerated and well lit. They were sufficiently spacious to allow for social distancing between participants and trainers and participants were wearing masks. Some of the video clips showed that participants were given the opportunity to practice by assisting the trainer during the demonstration of the soap production steps. Discussion and Q&A scenes did not appear on the film but participants were heard at the end of the training acquiescing that the process was easy and declaring that they will start making liquid soap at home.

### 3.3.5 Outcome 3 Awareness Raising

#### *Promoting the culture of peace, women's rights and intercultural understanding*

Planned events to commemorate World Refugee Day and International Women's Day were conducted on 7 April and 4 May respectively in the PARD community centers of Maachouk, Jal Al Bahr, Qasmiyeh, Jim Jim, Kfarbadda and Shabriha. Ninety-nine women attended the first event (69 PRL, 14 Syrians, 8 PRS and 8 Lebanese); A total of 102 women participated in the second event (70 PRL, 16 Syrians, 8 PRS, and 8 Lebanese). Participants included the soap-making trainees. (PARD NESI Final Report & attendance sheets).

Both activities were interactive and participation in the discussions surpassed expectations encompassing 80% of the audience instead of the anticipated 60%. Samples of the presentations showed high quality content introducing attendees to factual information such as case studies, testimonies and various handouts. For instance, the film entitled "Women's Rights in the Arab World: The Arab Movement Demanding Women's Rights" deftly focused on revealing that gender equity in the Arab world was not a western concept and that Arab men were among the first to champion Arab women's rights in the nineteenth century. Other films covered the situations of refugee communities in Lebanon, (including PRL and Syrians) and the impact of the economic situation in Lebanon on both citizens and refugees (PARD NESI Final Report).

The project Education in Human Rights - EPTS Action Virtual course: "Human Rights, humanitarian crises and refugee population" was conducted 31 May to 4 July in five modules<sup>10</sup>. A total of 17 people (M20%/F80%) completed the course by attending the five modules and they resided in several countries (the Basque Country and other communities in Spain, Colombia, Peru and Ecuador)(NESI Course Development Report).

The evaluation survey at the end of the course showed that

- All survey respondents were positive about the course: 80% were satisfied and 20% were totally satisfied
- A majority (93%) of participants considered that the topics addressed were very

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<sup>10</sup> The topics of the modules were: M1 Introduction to Human Rights, M2 Human Rights in the framework of the Sustainable Development Goals, M3 Human Rights and Borders, M4 Human Rights and Humanitarian Crisis in Lebanon, and M5 Case Study "Addressing gender-based violence experienced by Palestinian and Syrian refugee women in Lebanon - 2020"

interesting/important in all but Module 2 (Human Rights in the Framework of Sustainable Development Goals) which was most highly rated by 63.3% of attendees.

- The most highly rated topics in terms of knowledge gained and increased awareness were Human Rights and Borders, Human Rights and the Humanitarian Crisis in Lebanon, and the Case Study "Addressing gender-based violence experienced by Palestinian and Syrian refugee women in Lebanon – 2020".
- Suggestions for improvements included introducing more case studies and using more video materials (including lectures) especially in Module 1 and 2 and live streaming virtual debate sessions.

### 3.3.6 Participation

As demonstrated in this section, beneficiaries and other stakeholders were given the opportunity to engage in the decision-making process as a starting point for implementation. (NESI PARD Reports, Women FGDs, Popular Committee interviews)

Women's Committees and Popular Committees in all gatherings were informed of the projects' selection criteria and engaged in the initial survey of potential reconstruction beneficiaries. They were consulted on the collection of information related to female-headed households and agreed on the steps to be taken. (NESI PARD Management Unit NESI PARD Reports, PARD Project Team, Popular Committee interviews)

Women heads of households who were selected for rehabilitation were informed of the project's scope and its resource and technical limitations for repairing the houses. Most also affirmed that the repairs reflected their immediate priorities and were selected or approved by them. (Women FGDs)

Women heads of household and workers were also surveyed to measure their level of satisfaction with the reconstruction work and with worker wages and work conditions. (NESI PARD Reports, PARD Project Team, beneficiary FGDs and interviews)

The Outcome 3 awareness raising and training events were participatory, interactive and the methodologies applied focused on transmitting local voices and promoting discussion and dialogue with a thorough survey conducted before and after the NESI Human rights course. (NESI-PARD reports, PARD Project Team)

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## 3.4 Efficiency

### 3.4.1 Project Management

#### **Timeliness:**

All project activities were fully completed within the agreed upon project period including the reconstruction work which was delayed from November 2020 to March 2021 without requiring the extension of the project. Factors causing the postponements were due to the late approval of the project and to the COVID 19 lockdown. The donor approval of the project arrived after the planned start date and drove NESI-PARD to speed up implementation in a short period inclusive of reporting and technical and financial justifications and verifications. (PARD NESI Reports, NESI PARD Management Unit, PARD Project Team.).

*"To compensate for the delays we worked on Sunday and we worked late almost every day since we had to also face the challenge of power rationing and lack of electricity across the country.*

*Some of the skilled workers even contributed their own generators although they were not compensated for it.” (PARD Project Team)*

Cash for Work FGD participants stated that implementation was well organized and was sometimes finished earlier than planned. PARD also followed up by telephone to confirm work schedules and the delivery of supplies.

Beneficiaries appear not to have noticed the haste and pressure under which the workers were operating, indicating that the shortened implementation deadline did not inconvenience household members and that the work was done at an orderly and steady pace. In fact, satisfaction survey respondents (Women heads of households) were most pleased with the duration of the repair work (Very satisfied: 57.9%)(Table 11) and the resident of the observed household in Itanieh also praised the timely completion of the repairs in her home and the courtesy of the operational team.

*“Everything was completed on time without delay and they were very respectful with us. All of them, the engineer and the workers. We enjoyed having them. (Widowed head of observed four-member household, Itanieh)*

### **Quality of Work and Materials**

The Satisfaction Survey of rehabilitation beneficiaries shows that more than half were ‘very satisfied’ with the quality of the rehabilitation work and the materials used and that none were ‘not satisfied’ (Table 11). Work and materials were also praised by most interviewed beneficiaries and stakeholders who described the work as well supervised, ‘tamam’ [perfect] and a ‘worthy’ performance, to quote but a few.

*“There was daily supervision of workers from the project’s engineers to ensure the quality of the work and that things were being done the correct way. There was strong attention to this aspect and on the ground PARD implementation was excellent.” (Sekke Popular Committee representative)*

*“They [PARD] came and asked if I was happy with the work, I told them you are thanked for your service. The appearance of the house has changed. Had there been anything done improperly or incorrectly I would have told them ‘this is wrong’. I would have spoken frankly with them as I am speaking to you.” (Woman head of observed household, age 61, Kfarbadda)*

**Table 11. Beneficiary Satisfaction with Quality and Duration of Construction**

	Very Satisfied		Satisfied		Not Satisfied	
	#	%	#	%	#	%
Quality of Work	10	52.6	9	47.4	0	0
Quality of Materials used	10	52.6	9	47.4	0	0
Duration of Implementation	11	57.9	8	42.10	0	0

A few complaints emerged during the Jim Jim FGD. One respondent from Itanieh claimed that the repair works in her bathroom had not been completed and her request to continue installation had been ignored by the plumber. Also, four interviewed households complained that their water mixers were not working properly since installation. PARD Project Team pointed out that several beneficiaries had misused and broken their water mixers. Misuse was corroborated by a Kfarbadda respondent who took the blame for the breakage and was too embarrassed to tell PARD.

However, the three interviewed plumbers felt that PARD should try to obtain better quality water mixers in the future: “most of the [plumbing] products that PARD purchased was of good quality except for the water mixers. It depends on the level of copper in the metal. The cheap ones hardly have any copper and they crack easily. Maybe it’s worth PARD’s while to investigate Turkish or Iranian products which are much better quality than those manufactured in China”.

### Staff/Worker Performance

Except for the above mentioned unresponsiveness of a plumber in Itanieh, and numerous complaints that more repairs were still needed, the performance of PARD staff was appreciated by the majority of FGD participants and interviewees, for their outreach efforts, their planning (‘orderly work’) and their regular follow-up. The Wasta-Itanieh Popular Committee representative said that PARD was organized and precise: *“The engineers arrived before the workers left. They waited for them to finish, recorded the time spent on the task and checked the workers’ schedules for the following day.”*

Several respondents were first time PARD beneficiaries and appreciated PARD for taking time to ‘discover’ and support them:

*We thank PARD for coming to us for the first time and for being concerned about us. They invested a lot of effort and the ‘shabab’ [workers] worked very hard. (Woman head of household, age 54, Kfarbadda)*

All Jim Jim FGD participants stated that PARD made follow up visits one month after the work was completed. A Wasta resident said PARD engineers continue to visit her house every now and then to inquire about house conditions and how well the kitchen was functioning. A Sekke respondent insisted *“I had no complaints about the workers. They were from the community and I knew two of them. I was happy that they were given the chance to benefit from the project. They made one follow up visit and [The PARD social worker] has become the love of my heart. She visits me every now and then and has invited me to attend their activities.”*

It should be noted that external to this project, PARD pursues an Organizational Development Strategy with a staff capacity building component. Most recently various staff members were reported to have received training on Monitoring and Evaluation, Planning and Report Writing and the Sphere projects. Workshop participants included the Chief Accountant (who attended SPHERE training), Project Coordinators and Center Supervisors (PARD Annual Report 2019 and <https://pard-lb.org/programs/organizational-development/>). PARD project staff is well-informed on strategies, policies and action plans. In 2019 alone, staff members participated in five internal Organizational Development Workshops to collectively conduct policy reviews, strategic planning, and develop action plans (Table 12)

**Table 12. Internal PARD Organizational Development Workshops 2019**

Topic	Participants
Strategic Planning 2019-2021	18 employees and two volunteers
Action Plan 2019-2021	18 employees and two volunteers
Emergency plan 2019-2021 (2 sessions)	14 employees and one volunteer
Review of Gender Equality Policy	9 employees and one volunteer

### 3.4.2 Cost-Effectiveness

Financial monitoring was performed on a monthly basis using balance sheets in US dollars to avoid inflation of Lebanese pound prices and to keep budget and expenses aligned. As a result, there were minimal variances between budget allocations and expenditures. Savings on the costs of reconstruction allowed for the increase of the number of houses that were repaired and the expansion into two additional gatherings. Savings were reportedly possible due to limitations in the type repairs that could be performed without permission of the owners and/or the municipalities, especially for roofs and ceilings. (NESI-PARD Management Unit)

However, requested but unmet needs were cited by 11 FGD/interview respondents (39%) (Table 13). who mentioned types of repairs compatible with the project's rehabilitation categories. The most mentioned were repair/ replacement / installation of windows, metal and wooden doors and carpentry work in the kitchen

**Table 13. Unmet Needs by Type of Reconstruction Work from FGDs and Beneficiary Interviews**

	Number of Rehabilitated Households	Plumbing (Health)	Electrical work (Safety)	Paint work	Metal work (Safety)	Carpentry/ woodwork (Health/ Privacy)	Tiling (Health/ Safety)
Itanieh	3	2		1			
Kfarbadda	2			1	1		1
Maachouk	2					2	
Qasmiyeh	3				1	2	1
Shabriha	0						
Sekke	0						
Wasta	1					1	
<b>Total</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>

The NESI-PARD Management Unit recognized that the increase in the number of households may have inadvertently led to the omission of many repair needs in the rehabilitated homes.

Budget Allocations:The two largest allocations in the budget were the Construction of Buildings(43%), and Local Staff (40%). The summary and the detailed financial report (With Basque headings) shows that a mixture of items were included in both allocations (materials + salaries). The summary financial report did not allow for a more detailed analysis of allocations (Table 14). It is preferable to summarize future financial reports in a more detailed fashion(separately itemized sub-categories] to enable easier reading and analysis.

**Table 14.PARD Draft Summary Financial Report till 14 September, 2021**

Budget Item	Budget USD	Expenditures USD	Variance USD	Variance %
Purchase Land or Buildings	-			
Construction Of Buildings	\$ 47,736.95	48,397.31	-660.36	\$ 1.01
Purchase & Transport of Equipment	\$ 3,986.81	3,845.27	141.54	\$ 0.96

Local Staff	\$ 45,598.33	45,200.00	398.33	\$ 0.99
Expatriate Staff	\$ -		0.00	
Training	\$ 3,395.79	3,318.15	77.64	\$ 0.98
Rotating Fund	\$ -		0.00	
Banking or Similar Services	\$ 30.20	26.19	4.01	\$ 0.87
Operation	\$ 9,817.93	9,783.62	34.31	\$ 1.00
Evaluation	\$ 3,272.64	3,300.00	-27.36	\$ 1.01
<b>Total Direct Costs</b>	<b>USD 113,838.65</b>	<b>USD 113,870.54</b>	<b>(USD 31.89)</b>	

### 3.4.3 Planning, Monitoring and Compliance

The reported NESI-PARD planning, monitoring and compliance procedures (technical and financial) seemed sufficiently developed to ensure transparent and accountable management. The PARD executive board consists of the director, program manager, the financial officer the project coordinators. A purchasing committee was established to select the best offers in terms of quality and price. Field monitoring was conducted through frequent meetings between the Program Director and the Coordinators (engineers and social workers). This was relayed to the PARDExecutive Committee which normally meet every two weeks but meetings were more frequent during the course of the project.

In addition, the Project Team was supported by the NESI-PARD Management Unit, as well as by PARD cross-cutting programmatic units such as the Emergency Response Team (ERT) the Gender Equality Committee which oversees PARD's Gender Equality Policy.

The NESI-PARD Management Unit conducted joint project monitoring through two kinds of reports, a six-month report for the donor and an internal report prior to the transfer of funds.

Cash for Work FGDs testified that PARD managed and monitored the project without interruption: "PARD engineers observed every worker and were available daily to discuss problems when they arose. I also observed that during complicated interventions the engineers would be present throughout the installation process". (Carpenter, Shabriha, age 38)

Financial validation procedures were applied through the Program Coordinator and the Administrator/Financial Officer:

- The Program Coordinator prepares budgets and follows-up expense reports for the approval of the Director and the Board of Directors in collaboration with the Administrator/Financial Officer. The Program Coordinator also conducts periodic field visits and monthly reviews of field reports to monitor and validate implementation.
- The Administrator/Financial Officer secures, reviews and manages financial information and ensures that adequate supporting documents have been submitted. The Administrator also reconciles emerging financial discrepancies by checking account information and recommending/issuing corrective measures. He also verifies payment requests and recommends disbursements for Director approval.

Specifically, PARD generates a range of administrative documentation required by funders to validate financial status and transactions including: receipt of fund transfers, currency exchange receipts, bank

statements on fund deposits, personnel contracts, pay slips and certification of part-time work as well as proof of every other project expense. (PARD Project Team)

The evaluator reviewed project-specific samples of templates and forms used for monitoring and/or validation of financial and technical compliance as well as for compiling documented records for internal and external analysis and reporting. This included a detailed cost evaluation of the selected dwellings (BOQs), Before and After photographs of repaired dwellings, Signed attendance sheets, and signed satisfaction questionnaires, films of celebratory events and video of soap training. They were all satisfactorily detailed and categorized although more selective and less numerous Before and After reconstruction pictures would have been advisable and would have benefited from labeling with titles, dates and/or explanatory captions.

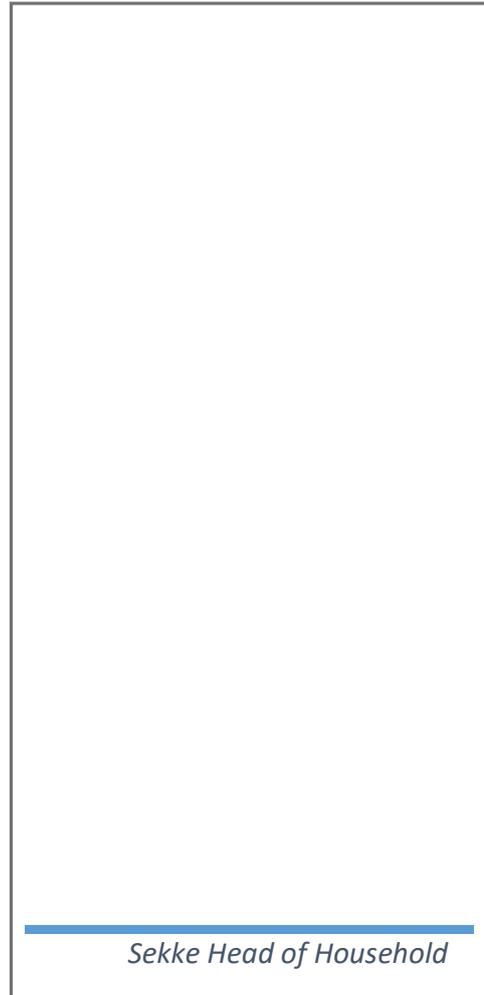
Cross-referencing between the various supporting documents for the Reconstruction component was difficult. Some were labeled with the husband's name, while the lists of female heads of households varied in terms of family name and/or English spelling. It would have been useful to use the code number in the BOQs on all beneficiary data (BOQs, photographs and beneficiaries).

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### 3.5 Impact

#### 3.5.1 Better Health

Nearly all Reconstruction beneficiaries (96.8% benefiting from plumbing) are living in households with improved health conditions that meet the requirements for good water and sewage networks without waste or wastewater leaks. Health conditions have been further improved in many households through improved ventilation due to the installation of doors and windows (part of the 58.7% who benefitted from Carpentry work) and have helped alleviate the buildup of moisture, odors, gases, dust, and other air pollutants, as well as have better insulated the household from the cold weather and rain in the winter.



In the Shabriha FGD, participants said that they have gained Psychological and physical well-being due to refurbished and functional bathrooms that ensure better hygiene standards and improved functionality for the elderly and the handicapped. For lack of bathroom facilities one household bathed over the kitchen sink another had to endure leaking drain pipes under the kitchen sink with dirty water spilling onto the floor and requiring mopping at every usage. "Now I can take a shower as soon as I enter the house and I am able to wash my hands under a tap." Said a Shabriha participant and another from Qasmiyeh added "I feel comforted juar because water is coming out of the shower head".

In the Jim Jim FGD, nine out of nine participants felt better and healthier because the water seepage, the humidity and the accompanying odors have been reduced or eliminated. From their homes.

### 3.5.2 Increased Safety

A majority of heads of households (81% benefiting from electrical works) are living in safer homes with insulated electrical extensions that protect them from electrical shocks and from the risk of fire. In addition, 71% have been protected from intruders through the installation or repair of metal doors and windows.

In the Shabriha FGD, participants mentioned that the plumbing work had eliminated the hazard of spilling boiling water on household members (especially children and the elderly) while it was being carried from the kitchen stove to the bathroom.

In the Jim Jim FGD the respondent whose house had recently collapsed said they were without a bathroom for two months in the midst of winter: "We went to the neighbors to wash, bathe and use the toilet. I was very afraid for my daughters when they went next door. Hamdulillah, PARD's assistance in the reconstruction of our bathroom has helped me secure their safety".

### 3.5.3 Newly Gained Privacy

More than half of rehabilitated (58%) have likely gained more privacy within the household through the separation of bathrooms and bedrooms with wooden doors from the rest of the household. One respondent in Shabriha was rid of the constant embarrassment she endured (especially with visitors) while using the kitchen because she did not have a door between the kitchen and the bathroom.

### 3.5.4 Economic Empowerment

By becoming producers, soap making trainees have opted to become productive soap makers and have formally become participants in their community's female Labor Force. By including the Soap making training in the project NESI-PARD have accurately assessed that despite the conservative norms prevailing in the Tyre gatherings, the current situation holds transformative potential for ameliorating women's economic participation.

According to report data, out of the 63 households chosen for rehabilitation, 15 women (24%) are working. Nearly half (7) were menial or domestic workers (house cleaners and morgue body cleaner), four were engaged in sales (at grocery shops) and four were self-employed through home-based income generating activities (sewing and food processing). This proportion is notably higher than the ILO overall rate of Labor Force Participation (LFP) among PRL women<sup>1</sup> in Lebanon (16.9%) (Shaaban et al, 2006). The difference is likely due to the collapsing economic situation in Lebanon which is leading more Palestinian women to engage in economically productive work. Several FGD participants indicated that women are currently more inclined to seek work than in the past and that they did not expect spouses to object.

*"Although the rehabilitation of homes is welcomed and brings some well-being, it is not enough to lift us from the current situation. Let organizations find some work for us. Women are more willing nowadays to become productive and to work inside or outside the home." (Shabriha Women FGD)*

and

*We would like to have more training for a livelihood project. We have become willing to embroider or process food - any project that benefits us and the community. We didn't used to think like this before the current economic crisis. (Maachouk Women FGD)*

### 3.5.5 Building Social Support Networks

Several women respondents indicated that PARD follow-up after the completion of the reconstruction had opened up their social horizons. Most were first time PARD beneficiaries and had been astonished that an organization had chosen to assist them without the use of 'wasta' [patronage].

*"Even though living conditions are difficult, homes are in disrepair and we are feeling loss and confusion, one must persevere and hope for unexpected opportunities that can diminish our pain such as the helping hand of organizations with projects that allow us to survive." (Shabriha women FGD)*

*"Thank God PARD discovered me. No one used to come and visit me and invite me to activities. now I have been given the opportunity to engage in community activities Frankly I am not very knowledgeable I like to be enlightened." (Woman Head of Household, Sekke, Age 61)*

A woman in Itanieh, who often attends PARD workshops and is regularly followed up by the PARD social worker, called on women to consult with each other whenever a problem arises and lobby local decision makers for change: "Together we can agree on some sort of solution. There are dignitaries or officials and we raise the problem with them. They may be convinced or not. But we will try to persuade them and specify what is supposed to happen on the ground." A first time beneficiary in Kfarbadda added that since the completion of reconstruction, the PARD social worker has visited her regularly and she has become actively involved in selecting and organizing PARD awareness raising events: "We recently conducted an early marriage workshop in my house and many ladies came from the gathering. They had selected the topic. It was my first opportunity in a long time to engage in dialogue and discussion on issues that concern women."

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## 3.6 Sustainability

### 3.6.1 Social

Beneficiaries will avoid spending money on vital utilities for at least two to four years. The reconstruction and repair works done in beneficiary homes will endure due to the high quality of the materials used and the experienced professionals who carried out and supervised the work. (PARD Project Team, NESI-PARD project documents)

Responding to immediate needs while also building capacities for the future, the NESI PARD project has created access to work opportunities for women, which for some could become realizable within a relatively short period of time. The livelihood component (Soap making training) will enable women to better navigate in a deteriorated economic situation and will give them the chance to produce for themselves and become better equipped to have work in the future. (NESI-PARD Management Unit, NESI-PARD project documents)

NESI-PARD training on peace and social integration gives beneficiaries the capacity and the tools to fight for their own rights as refugees and as women, whether Palestinian or Syrian or Lebanese. (NESI-PARD Management Unit, NESI-PARD project documents)

### 3.6.2 Programmatic

PARD has gained the experience to manage directly construction initiatives and thus ensure that target communities along with individual homes can benefit from any future shelter rehabilitation interventions. The project has enabled PARD to build contacts with a pool of skilled workers specialized in construction to use as a resource for future similar projects. (NESI-PARD Management Unit)

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## 4 Conclusion

The main strength of the project is that it has fully achieved its objective of improving housing conditions for a highly vulnerable group of refugee households, employing experienced professionals and mainly superior quality materials. Another important strength is the recruitment of construction workers from the project's target gatherings, with emphasis on younger age groups, thus contributing to the tangible improvement of their livelihoods for several months during the most daunting financial crisis plaguing Lebanon. It is also noteworthy that PARD-NESI have succeeded through this project in recruiting a majority of young adult workers, given that PRL youth have the highest unemployment rates among all PRL age groups.

The training on soap production has equipped women with the potential of ameliorating their economic situation, despite the deteriorating economy, through marketing a basic and essential household product as circumstances will allow. Finally, the efficient implementation of the reconstruction component based on strict selection criteria, stringent procurement requirements and multi-level monitoring has guaranteed the continued credibility and accountability of NESI-PARD, based on the accounts of beneficiaries and stakeholders.

The main weakness of the project is its inability to demonstrate the holistic connection between its different components and the extent to which cumulative benefits have been accrued by beneficiaries and communities. Although the project has focused on women heads of household and emphasized their participation in identifying their reconstruction needs and monitoring repair works, the extent of their long-term empowerment in decision making was difficult to explore and measure without linkages to other activities. Data Management was acceptable since basic validation documents were produced and used for analysis in the narrative reports. However, more needs to be done to stream-line and cross-reference available information perhaps by adopting electronic tablet based data collection.

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## 5 Recommendations

### 5.1 Project Scope

Strengthen the holistic approach of the project by encouraging beneficiaries to participate in every applicable project component.

- Shelter Rehabilitation
  - Consider increasing the type of permissible rehabilitation in each household such as more carpentry tiling, roofing and sewage pipes where applicable. (Cash for Work FGDs Women FGDs and interviews, Popular Committees)
  - Explore working on panel cladding for roofs with alternatives to Zinco and bitumen (Anduline) such as the aluminum foam sandwich panels<sup>11</sup>. (Cash for Work FGDs)
  - Upgrade the quality of water mixers and taps. (Cash for Work FGDs)
- Livelihoods
  - Cash for Work
    - Continue hiring local workers from target communities

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<sup>11</sup><https://www.sciencedirect.com/science/article/abs/pii/S0263822306002881>

- Improve wages for skilled workers either by raising hourly rates or by fixing daily rates or rates by the job.
- Compensate workers for project related expenses such as travel, transportation, employment of workers' generators communication and fuel costs. and usage of their generators
- Livelihood Training
  - Diversify types of trainings and expand curricula to include complementary topics such as hygiene and nutrition (e.g. for food processing), the environmental sustainability of products and packaging, the basics of branding and marketing etc.
  - In collaboration with the Women Committees, consider encouraging the establishment of women producers' collectives
  - continue to support the marketing of women's products in PARD centers through reserving areas for product display, and whenever possible organizing sales in parallel with other PARD events.

## 5.2 Data Collection and Data Management

Explore the adoption of electronic tablet based data collection instead of paper-based data collection. for a more efficient and standardized method of storing, generating and analyzing information <sup>12</sup>.

To better specify the characteristics of target and beneficiary populations, solidify analysis and better select sample groups for monitoring and evaluation. Endeavor to:

- collect standardized basic data and avoid generating beneficiary lists limited to first and family names.
- include data reflecting agreed upon beneficiary selection categories for a given project as well records all activities attended by individual participant.
- include all attended project activities by individual participants. cross-referencing beneficiary participation data and showing the extent of multiple benefits gained by single beneficiaries.

Use five-point satisfaction scales when surveying beneficiaries (Very unsatisfied, Unsatisfied, Neutral, Satisfied, Very satisfied) to better gauge the nuances of responses and attitudes; =

Satisfaction Surveys should remain anonymous to avoid bias and should be filled by respondents or a family member instead of by PARD staff. If proof of signature is required, then respondents can sign a separate sheet attesting that they have responded to the relevant satisfaction survey.

## 5.3 Reporting Quality

Ensure that Progress and Final Narrative reports are better aligned with and reflective of their Annexes which contain many significant indicators worthy of investigation and follow-up (for instance analysis of data by type of reconstruction work, and/or by location, etc.)

Endeavor to summarize financial reports in a detailed fashion with separately itemized sub-categories to enable easier reading and more precise cost-analysis.

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<sup>12</sup>FAO and ADB. 2020. *Conducting Tablet-Based Field Data Collection with Survey Solutions: A Handbook*. Bangkok. <https://doi.org/10.4060/ca7691en>

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## 6 Lessons Learned

Adaptation to Funding Delays:Applying for two year projects diminishes the impact of delays in donor approvals and launching the preparatory phase of a project before the transfer of donor funds will give the project more space to avoid implementation delays and the pressure of meeting donor reporting schedules. (NESI-PARD Management Unit)

Maintaining Quality Construction: Ensure just worker remuneration to avoid tensions caused by paying equal wages for skilled and unskilled workers. This will solidify team work and maintain quality service delivery as well maintain worker motivation to participate in future Cash for Work initiatives. (NESI-PARD Management Unit, Cash for Work FGDs)

Motivating Women’s Economic Participation:Capacity training on simple production processes that are tailored to vulnerable women’s inclinations, lived experiences and skills, such as soap making and food processing, provide motivation for women to engage in productive activities that are cost-saving, improve their livelihoods and empowers them to become more active in community initiatives.(NESI-PARD Management Unit)

### Building a Social Safety Net:

*“What I have learned from my experience with PARD is that wherever there is an association you have to march long-distance on foot and ask for their help especially for your children’s education. My son is unable to work and I can’t help him. Yesterday we got a small 4 kg bag of potatoes for 40 thousand Liras. Today the potatoes have disappeared. We were living on thyme pizzas from my neighbour at two thousand liras a piece. She has stopped preparing them because she can’t afford the gas for the stove. The fridge is empty. We are not buying cheese or yoghurt. I tell my daughters don’t buy anything! Don’t buy! We have to pay the school bus and the stationery for your children”. (Kfarbadda woman Head of household, Age 54)*

## 7 Annexes

### 7.1 Evaluation Matrix

<b>Evaluation Criteria</b>	<b>Evaluation Questions</b>	<b>Fields of Observation</b>	<b>Sources</b>
Relevance: Is the Intervention Doing the Right Things?	How responsive was the project design to contextual and target group priorities and needs? How adaptable was the project concept to changes in circumstances?	<p>Quality and comprehensiveness of needs assessment and problem analysis;</p> <p>Level of adaptability to unanticipated changes in context</p> <p>Appropriateness of target group selection and prioritization criteria</p> <p>Level of Involvement of local institutions and beneficiaries in the design of the intervention</p>	<p>NESI-PARD Project Proposal</p> <p>Final NESI-PARD Project Report</p> <p>Background documentation</p> <p>FGDs, interviews, observations, survey</p>
Coherence: How Well Does the Intervention Fit	How compatible was the project's intervention logic with other initiatives targeting refugees and informal gatherings?	Quality and comprehensiveness of stakeholder analysis	<p>NESI-PARD Project Proposal</p> <p>Final NESI-PARD Project Report</p> <p>Background documentation</p> <p>Interviews</p>
Effectiveness: Is the Intervention Achieving its Objectives?	To what extent has the project attained its objective to improve housing conditions, livelihoods and gender equity?	<p>Perceived achievements and challenges of reconstruction, livelihood improvements and gender awareness</p> <p>Unplanned positive or negative changes the project has contributed to</p> <p>Measurement of outcomes reached and progress towards specific objective</p>	<p>Final NESI-PARD Project Report</p> <p>NESI-PARD beneficiary analysis and lists of data on reconstruction, livelihood (cash for work and soap making) and awareness raising.</p>

Evaluation Criteria	Evaluation Questions	Fields of Observation	Sources
		<p>Extent of outreach and follow-up deployed towards reaching results (dissemination, home visits, communication)</p> <p>Factors enabling or hindering the Involvement of women heads of households in the implementation of the project</p>	<p>NESI-PARD data on earnings of livelihood beneficiaries</p> <p>NESI-PARD synthesis of satisfaction surveys (reconstruction &amp; cash for work)</p> <p>FGDs and Interviews; survey; observations</p>
<p>Efficiency: How Well Are Resources Being Used?</p>	<p>To what extent has the program delivered results/outcomes in an economical and timely manner (organization, management, supervision, work plans). Is the relation between input of resources and results achieved appropriate and justifiable?</p>	<p>Degree of compliance between planned and actual implementation plans and timelines, and between budget and expenditures.</p> <p>Enabling and limiting factors related to</p> <ul style="list-style-type: none"> <li>• Project management (clarity of planning procedures mechanisms for financial compliance with intended results, operational capacity, staff competence and participation, gender breakdown of staff and workers according to skills etc.)</li> <li>• Monitoring mechanisms (methods and frequency of analysis)</li> <li>• Stakeholder (beneficiaries, partners, etc.) participation in project monitoring and evaluation</li> </ul>	<p>NESI-PARD Final Financial Report</p> <p>NESI-PARD implementation schedule of soap making training courses</p> <p>NESI-PARD reconstruction implementation schedule</p> <p>NESI-PARD culture of peace implementation schedule</p> <p>Sample BOQs</p> <p>FGDs &amp; Interviews; Survey; Observations</p>

Evaluation Criteria	Evaluation Questions	Fields of Observation	Sources
Impact	What impact has the program made in the lives of the direct beneficiaries and their families as well as the community at large?	Perceptions of positive/negative change in: <ul style="list-style-type: none"> <li>• The improved home environment</li> <li>• Worker access to cash</li> <li>• Changed knowledge and/or attitudes and/or Practices</li> </ul>	FGDs & interviews, survey, observations
Sustainability & Viability: Will the Intervention Benefits Last	To what extent can project benefits be expected to continue after SI involvement is ended?	Perceptions of capacity for continuity at the social, economic, programmatic, organizational and financial levels	NESI-PARD Project Proposal  Final NESI-PARD Project Report  FGDs, interviews, observations, survey

## 7.2 Livelihood Component: Characteristics of Cash for Work Beneficiaries

Gathering	No. of Workers	Age					Nationality				Marital Status			No. of Dependents		
		18-25	26-35	36-45	46-55	56 +	PRL	PRS	Syrian	Other	Single	Married	Divorced/ Separated	1 to 3	4 to 6	7+
Itanieh	3	2			1		2	1			2	1			3	
Jal El Bahr	1			1			1					1			1	
Kfarbadda	7	1	4		2		5		2		2	5		3	4	
Maachouk	21	2	4	9	1		21				9	12		10	9	2
Qasmiyeh	7	3	2	2			7				4	3		2	5	
Shabriha	10	3	2	3	2		10				3	6	1	2	8	
Sekke	10	5	1	1	2	1	10				5	5		5	5	
Wasta	8	3	4			1	8				4	4		2	6	
<b>Total</b>	<b>67</b>	<b>19</b>	<b>17</b>	<b>16</b>	<b>8</b>	<b>2</b>	<b>64</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>29</b>	<b>37</b>	<b>1</b>	<b>24</b>	<b>41</b>	<b>2</b>
<b>Percentage</b>	<b>100</b>	<b>28</b>	<b>25</b>	<b>24</b>	<b>12</b>	<b>3</b>	<b>96</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>43</b>	<b>55</b>	<b>1</b>	<b>36</b>	<b>61</b>	<b>3</b>

### 7.3 Field Work Schedule

Location	Date	Time	
Sekke Center	Monday 11 October	10 AM	Observation of reconstructed household
Saida Center		2.30 PM	Meeting with PARD Project Team
Itanieh	Wednesday 13 October	10 AM	Observation of one reconstructed household
		11 AM	Individual interview with head of observed household
Qasmiyeh		12 PM	Observation of one reconstructed household
		1 PM	Individual interview with head of observed household
Kfarbadda		2 PM	Observation of one reconstructed household
		3 PM	Individual interview with head of observed household
Maachouk Center	Thursday 14 October	10 AM	One FGD with women heads of households from Maachouk benefitting from reconstruction and livelihood training
Remote	Tuesday 19 October	4 PM	Meeting with NESI-PARD Management Unit
Jim Jim Center	Wednesday 20 October	10 AM	FGD with women benefiting from reconstruction in Kfarbadda, Itanieh, Wasta
		12 PM	Individual interview with Itanieh-Wasta Popular Committee member
Saida Center		1.30 PM	Individual interview with Sekke head of observed household
Shabriha Center	Monday 25 October	10 AM	One FGD with women heads of households from Shabriha & Qasmiyeh benefitting from reconstruction and livelihood training
		12 & 2 PM	Two FGDs with cash for work beneficiaries from Maachouk and Shabriha

## 7.4 FGD Guide & Individual Interview - Beneficiary Women

### 1. Purpose of the Evaluation:

- To review and evaluate the effectiveness and impact of PARD reconstruction livelihood and awareness raising activities in your community from your point of view.

### 2. Confidentiality & Permission to Record

The evaluation will not name individual participants as the source of information, and any quotation will only cite this meeting as a source

May I record our interview? The recording will be saved securely for the duration of this assignment and it will be destroyed thereafter. It will be treated as confidential.

Evaluation Criteria	Interview questions
	Let's get to know each other: name, marital status, number of children
	1. What PARD activities have you participated in or benefited from : Reconstruction, soap making, workshops on gender on refugees?
Relevance	2. Tell me about the condition of your house before it was rehabilitated. 3. From your knowledge and experience are there many people in this gathering facing the same situation?
Effectiveness	4. How did you personally oversee the work in your home, did the repairmen respect your opinion, did PARD take your opinion into consideration? 5. Did you have expectations that were not fulfilled? 6. Which PARD activity did you find most useful: reconstruction, training, awareness raising?
Efficiency	7. To what extent are you satisfied with PARD follow-up of rehabilitation works? Was it done in a timely manner? 8. What do you think of the satisfaction survey? Did you feel able to answer the questions frankly?
Impact	9. In what way do you and your family feel better since your house was rehabilitated? 10. What are the new things that you have learned from the rehabilitation of your homes, the soap production training and the events on women and refugee rights?
Lessons Learned	11. What advice would you give to others like you after your experience in housing repair, home-based production and awareness raising?

## 7.5 FGD Guide Cash for Work Beneficiaries

Evaluation Criteria	Interview questions
	Let's get to know each other: name, marital status, number of children
	12. What PARD activities have you participated in or benefited from : Reconstruction, soap making, workshops on gender on refugees?
Relevance	13. Tell me about the condition of your house before it was rehabilitated. 14. From your knowledge and experience are there many people in this gathering facing the same situation?
Effectiveness	15. How did you personally oversee the work in your home, did the repairmen respect your opinion, did PARD take your opinion into consideration? 16. Did you have expectations that were not fulfilled? 17. Which PARD activity did you find most useful: reconstruction, training, awareness raising?
Efficiency	18. To what extent are you satisfied with PARD follow-up of rehabilitation works? Was it done in a timely manner? 19. What do you think of the satisfaction survey? Did you feel able to answer the questions frankly?
Impact	20. In what way do you and your family feel better since your house was rehabilitated? 21. What are the new things that you have learned from the rehabilitation of your homes, the soap production training and the events on women and refugee rights?
Lessons Learned	22. What advice would you give to others like you after your experience in housing repair, home-based production and awareness raising?

## 7.6 References

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